

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0001		3. CONTRACT NUMBER GS35F386DA		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) BOOZ ALLEN HAMILTON INC. 8283 GREENSBORO DR MCLEAN, VA 221023830 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Contracts and Grants				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	BOOZ ALLEN HAMILTON INC. FIRST UNION NATIONAL BANK P.O. BOX 8500 S2725 PHILADELPHIA,PA 19178-2725 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.</i> ) David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS): ID16190002  
ITSS Award ID: ID16190010  
BPA Award Number: 47QDCB19A0001

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-386DA. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Booz Allen Hamilton (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in

this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Booz Allen Hamilton. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800

Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE <i>(Name, symbol and telephone no.)</i> General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: <i>(Include zip code)</i>  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER <i>(Type)</i> Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**



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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);



- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**



Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.



# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190010**

BPA Award Number: **47QDCB19A0001**

Contractor: **Booz Allen Hamilton**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)	(b) (4)				
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)	(b) (4)				
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

	Developer (Master)	
120	Web Developer (Journeyman)	(b) (4)
121	Web Developer (Senior)	(b) (4)
122	Web Developer (Master)	
123	UI/UX Designer (Journeyman)	
124	UI/UX Designer (Senior)	
125	UI/UX Designer (Master)	
126	Business Systems Analyst (Journeyman)	
127	Business Systems Analyst (Senior)	
128	Business Systems Analyst (Master)	
129	Solutions Architect (Senior)	
130	Solutions Architect (Master)	
131	Database Architect (Senior)	
132	Database Architect (Master)	(b) (4)
133	Database Administrator (Journeyman)	
134	Database Administrator (Senior)	
135	Database Administrator (Master)	
136	Data Warehousing Specialist (Journeyman)	
137	Data Warehousing Specialist (Senior)	
138	Data Warehousing Specialist (Master)	
139	Business Intelligence Analyst (Journeyman)	
140	Business Intelligence Analyst (Senior)	
141	Business Intelligence Analyst (Master)	(b) (4)
142	Software Quality Assurance Engineer and Tester (Journeyman)	
143	Software Quality Assurance Engineer and Tester (Senior)	
144	Software Quality Assurance Engineer and Tester (Master)	
145	Cloud Engineer (Senior)	
146	Cloud Engineer (Master)	

147	DevOps Engineer (Journeyman)	(b) (4)
148	DevOps Engineer (Senior)	
149	DevOps Engineer (Master)	
150	User Support Specialist (Journeyman)	
151	User Support Specialist (Senior)	
152	User Support Specialist (Master)	
153	Financial Analyst (Journeyman)	
154	Financial Analyst (Senior)	
155	COTS Product Specialist (Senior)	
156	COTS Product Specialist (Master)	

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0002		3. CONTRACT NUMBER GS35F281DA		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) CGI FEDERAL INC. 12601 FAIR LAKES CIR FAIRFAX, VA 220334902 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Contracts and Grants				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	CGI FEDERAL INC. 12601 FAIR LAKES CIRCLE FAIRFAX,VA 22033-6419 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
**U.S. General Services Administration**  
for the

**GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA**

**Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190011  
BPA Award Number 47QDCB19A0002**

**This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services**

**NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services**

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-281DA. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

CGI Federal, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in



this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by CGI Federal. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800

Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE <i>(Name, symbol and telephone no.)</i> General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: <i>(Include zip code)</i>  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER <i>(Type)</i> Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**



- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## 5.2 Functional Area 2: Data Management and Security

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.



- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov



## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS) #ID16190002

ITSS Award ID: **ID16190011**

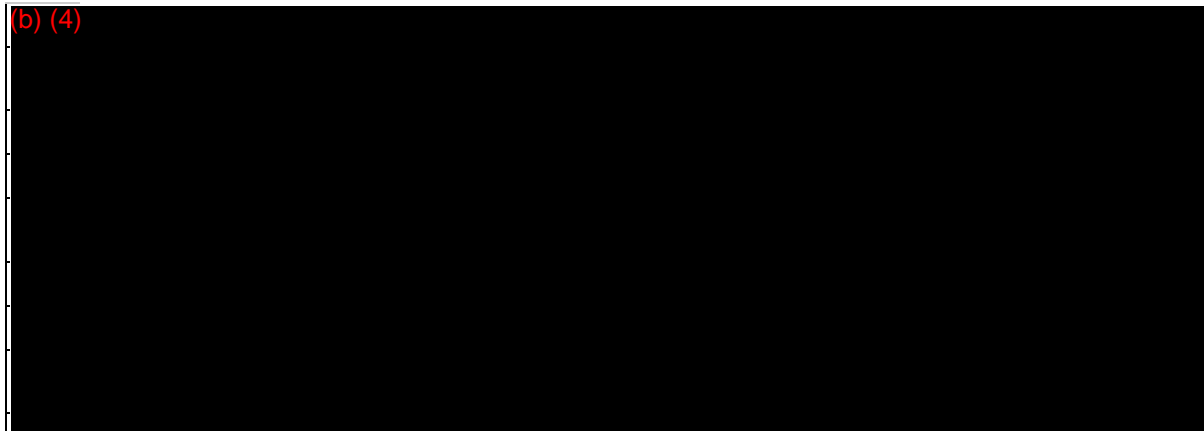
BPA Award Number 47QDCB19A0002

Contractor: **CGI Federal, Inc.**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
(b) (4)						
(b) (4)						

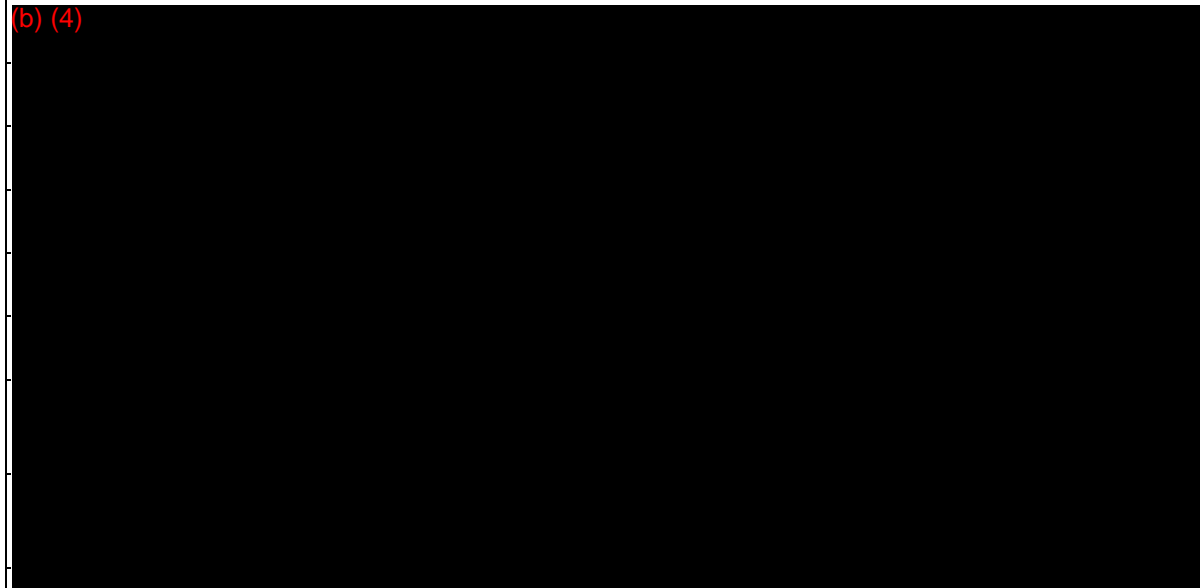
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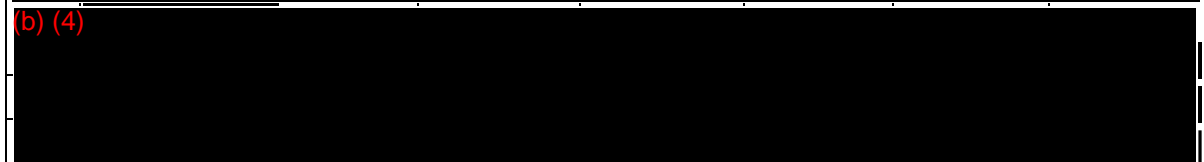
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(b) (4)



<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0003		3. CONTRACT NUMBER GS-35F-0398V		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) COLLABRALINK TECHNOLOGIES, INCORPORATED 8405 GREENSBORO DR STE 1020 MCLEAN, VA 221025109 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION SBA Certified Small Disadvantaged Business				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	COLLABRALINK TECHNOLOGIES, INCORPORATED 211 W Chicago Ave Ste 213 Hinsdale,IL 60521-3319 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190012  
BPA Award Number 47QDCB19A0003

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services



## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-0398V. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Collabralink Technologies, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in

this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Collabralink. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

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NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.



- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## 5.2 Functional Area 2: Data Management and Security

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;



5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.



## **7. Personnel Requirements**

%%

**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

%%

### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

**Solicitation Number (GSA ITSS): ID16190002**

ITSS Award ID: ID16190012

**BPA Award Number: 47QDCB19A0003**

**Contractor: Collabralink Technologies, Inc.**

## SCHEDULE OF ITEMS AND PRICES

[illegible]

[illegible]



[illegible]

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0004		3. CONTRACT NUMBER GS-35F-0854N		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) DIGITAL MANAGEMENT, LLC 6550 ROCK SPRING DR FLR 7 BETHESDA, MD 208171124 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Subcontinent Asian (Asian-Indian) American Owned				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	DIGITAL MANAGEMENT, LLC 6701 DEMOCRACY BLVD BETHESDA,MD 20817-1572 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE (Name, symbol and telephone no.) David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190013  
BPA Award Number 47QDCB19A0004

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS35F0854N. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Digital Management LLC. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in

this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA  
Accepted by DMI. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800

Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	1	lot	\$0.01	\$0.01

21. RECEIVING OFFICE <i>(Name, symbol and telephone no.)</i> General Services Administration, (408) 535-5313		<b>TOTAL From 300-A(s)</b>	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	<b>GRAND TOTAL</b>	<b>\$0.01</b>
24. MAIL INVOICE TO: <i>(Include zip code)</i>  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER <i>(Type)</i> Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	





# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support



5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.



New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:



1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190013**

BPA Award Number: **47QDCB19A0004**

Contractor: **Digital Management LLC**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

	Developer (Master)					
120	Web Developer (Journeyman)	(b) (4)				
121	Web Developer (Senior)					
122	Web Developer (Master)					
123	UI/UX Designer (Journeyman)					
124	UI/UX Designer (Senior)					
125	UI/UX Designer (Master)					
126	Business Systems Analyst (Journeyman)					
127	Business Systems Analyst (Senior)					
128	Business Systems Analyst (Master)					
129	Solutions Architect (Senior)					
130	Solutions Architect (Master)					
131	Database Architect (Senior)					
132	Database Architect (Master)					
133	Database Administrator (Journeyman)					
134	Database Administrator (Senior)					
135	Database Administrator (Master)					
136	Data Warehousing Specialist (Journeyman)					
137	Data Warehousing Specialist (Senior)					
138	Data Warehousing Specialist (Master)					
139	Business Intelligence Analyst (Journeyman)					
140	Business Intelligence Analyst (Senior)					
141	Business Intelligence Analyst (Master)					
142	Software Quality Assurance Engineer and Tester (Journeyman)					
143	Software Quality Assurance Engineer and Tester (Senior)					
144	Software Quality Assurance Engineer and Tester (Master)					
145	Cloud Engineer (Senior)					
146	Cloud Engineer (Master)					

147	DevOps Engineer (Journeyman)	
148	DevOps Engineer (Senior)	
149	DevOps Engineer (Master)	
150	User Support Specialist (Journeyman)	
151	User Support Specialist (Senior)	
152	User Support Specialist (Master)	
153	Financial Analyst (Journeyman)	
154	Financial Analyst (Senior)	
155	COTS Product Specialist (Senior)	
156	COTS Product Specialist (Master)	

(b) (4)

ORDER FOR SUPPLIES AND SERVICES				IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0011		3. CONTRACT NUMBER GS35F540GA		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT	AI	LC	DISCOUNT	
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) ACCENTURE FEDERAL SERVICES LLC 800 NORTH GLEBE RD #300 ARLINGTON, VA 222031807 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION For-Profit Organization				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629		12. REMITTANCE ADDRESS (MANDATORY) ACCENTURE FEDERAL SERVICES LLC 800 NORTH GLEBE RD #300 ARLINGTON, VA 22203-1807 United States		13. SHIP TO(Consignee address, zip code and telephone no.) David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746			
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States			15. REQUISITION OFFICE (Name, symbol and telephone no.) David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746				
16. F.O.B. POINT Destination		17. GOVERNMENT B/L NO.		18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024		19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS	
<p align="center"><b>20. SCHEDULE</b>  <b>General Services Administration</b>  <b>Blanket Purchase Agreement</b>  <b>FOR</b>  <b>CIO Modernization and Enterprise Transformation (COMET) BPA</b>  <b>A procurement by the</b>  <b>U.S. General Services Administration</b>  <b>for the</b>  <b>GSA Office of Acquisition IT Services</b>  <b>Office of the Chief Information Officer (CIO), FAS, GSA</b>    <b>Solicitation Number (GSA ITSS) #ID16190002</b>  <b>ITSS Award ID: ID16190022</b>  <b>BPA Award Number 47QDCB19A0011</b>    <b>This BPA is awarded in compliance with The Federal Acquisition Regulation,</b>  <b>Subpart 8.405-3, under the</b>  <b>Federal Supply Schedule 70</b>  <b>Special Item Number (SIN) categories: SIN 132-51, Information Technology and Professional Services</b>    <b>NAICS 541519 ' Other Computer Related Services</b>  <b>Product Service Code ' D399 Other Computer Services</b> </p>							
<b>1. Basis of Agreement</b> This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and							

Professional Services, Contract Number #GS-35F-540GA. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Accenture Federal Services LLC, as Team Member for the ITG Accenture CTA (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

## **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

## **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)  
Kim Brown, R5 FAS, unlimited  
Micky Mayes, R5 FAS I CD , unlimited  
Eben Greybourne , R5 FAS I CD Branch C, unlimited  
Brian Bogucki, R5 FAS I CD Branch C, unlimited  
Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited  
Chris Payton, R5 FAS I CD Branch C, unlimited  
Julie Green, R5 FAS I CD Branch C, unlimited  
Kimberly Hampel, R5 FAS I CD Branch C, unlimited  
Amanda Foster, R5 FAS I CD Branch C, unlimited  
Yijuania Still, R5 FAS I CD Branch B, Unlimited  
Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### 16. Placing Orders

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### 17. Delivery Tickets

Not applicable

#### 18. Invoices / Payment Information

(Payment information will be identified on each task order)

#### 19. Terms and Conditions

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### 20. Attachments

The following attachments are part of this BPA with the same force and effect as if included in this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

#### 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

(b) (6)

10/09/2019

\_\_\_\_\_  
Brian Bogucki \_\_\_\_\_ Date  
Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Accenture Federal Services representative:

(b) (6)

\_\_\_\_\_  
Signature \_\_\_\_\_ Date

(b) (6)

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation ☒ X, Partnership \_\_\_\_\_, Sole Proprietorship \_\_\_\_\_

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: (b) (6)

Email address: (b) (6)

Phone number(s): (b) (6)

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800  
Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			
21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313				TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE		23. GROSS SHIP WT.		GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.		25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support		25B. TELEPHONE NO. 816-926-7287	
		26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki		26B. TELEPHONE NO. (312) 353-9629	
		26C. SIGNATURE (b) (6)			
GENERAL SERVICES ADMINISTRATION		1. PAYING OFFICE		GSA FORM 300 (REV. 2-93)	





# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support



5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.



New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:



1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: ID16190022

BPA Award Number: 47QDCB19A0011

Contractor: Accenture Federal Services LLC, as Team Member for the ITG/Accenture  
CTA

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					

119	Applications Software Developer (Master)
120	Web Developer (Journeyman)
121	Web Developer (Senior)
122	Web Developer (Master)
123	UI/UX Designer (Journeyman)
124	UI/UX Designer (Senior)
125	UI/UX Designer (Master)
126	Business Systems Analyst (Journeyman)
127	Business Systems Analyst (Senior)
128	Business Systems Analyst (Master)
129	Solutions Architect (Senior)
130	Solutions Architect (Master)
131	Database Architect (Senior)
132	Database Architect (Master)
133	Database Administrator (Journeyman)
134	Database Administrator (Senior)
135	Database Administrator (Master)
136	Data Warehousing Specialist (Journeyman)
137	Data Warehousing Specialist (Senior)
138	Data Warehousing Specialist (Master)
139	Business Intelligence Analyst (Journeyman)
140	Business Intelligence Analyst (Senior)
141	Business Intelligence Analyst (Master)
142	Software Quality Assurance Engineer and Tester (Journeyman)
143	Software Quality Assurance Engineer and Tester (Senior)
144	Software Quality Assurance Engineer and Tester (Master)
145	Cloud Engineer (Senior)

(b) (4)

146	Cloud Engineer (Master
147	DevOps Engineer (Journeyman)
148	DevOps Engineer (Senior)
149	DevOps Engineer (Master)
150	User Support Specialist (Journeyman)
151	User Support Specialist (Senior)
152	User Support Specialist (Master)
153	Financial Analyst (Journeyman)
154	Financial Analyst (Senior)
155	COTS Product Specialist (Senior)
156	COTS Product Specialist (Master)

(b) (4)



<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0005		3. CONTRACT NUMBER GS-35F-0164V		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) INCENTIVE TECHNOLOGY GROUP, LLC 2121 CRYSTAL DR STE 720 ARLINGTON, VA 222023706 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Woman Owned Business				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	INCENTIVE TECHNOLOGY GROUP, LLC 1530 N Key Blvd Ste 1202 Arlington,VA 22209-1542 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE**  
**General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
**U.S. General Services Administration**  
for the

**GSA Office of Acquisition IT Services**  
**Office of the Chief Information Officer (CIO), FAS, GSA**

**Solicitation Number (GSA ITSS) #ID16190002**  
**ITSS Award ID: ID16190014**  
**BPA Award Number 47QDCB19A0005**

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

**NAICS 541519 ' Other Computer Related Services**  
**Product Service Code ' D399 Other Computer Services**

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number #GS-35F-0164V. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Incentive Technology Group, LLC, as the Team Lead for the ITG.Accenture CTA (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**



Task orders placed under this BPA will be monitored for Contractor compliance in accordance with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by ITG. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division

230 S. Dearborn, 3800  
Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE <i>(Name, symbol and telephone no.)</i> General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: <i>(Include zip code)</i>  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER <i>(Type)</i> Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.



#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.



- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**



When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190014**

BPA Award Number: **47QDCB19A0005**

Contractor: **Incentive Technology Group, Inc. (Team Lead for ITG/Accenture CTA)**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly	Discounted Hourly Rate	Discounted Hourly	Discounted Hourly Rate	Discounted Hourly Rate
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

(b) (4)

	Developer (Master)
120	Web Developer (Journeyman)
121	Web Developer (Senior)
122	Web Developer (Master)
123	UI/UX Designer (Journeyman)
124	UI/UX Designer (Senior)
125	UI/UX Designer (Master)
126	Business Systems Analyst (Journeyman)
127	Business Systems Analyst (Senior)
128	Business Systems Analyst (Master)
129	Solutions Architect (Senior)
130	Solutions Architect (Master)
131	Database Architect (Senior)
132	Database Architect (Master)
133	Database Administrator (Journeyman)
134	Database Administrator (Senior)
135	Database Administrator (Master)
136	Data Warehousing Specialist (Journeyman)
137	Data Warehousing Specialist (Senior)
138	Data Warehousing Specialist (Master)
139	Business Intelligence Analyst (Journeyman)
140	Business Intelligence Analyst (Senior)
141	Business Intelligence Analyst (Master)
142	Software Quality Assurance Engineer and Tester (Journeyman)
143	Software Quality Assurance Engineer and Tester (Senior)
144	Software Quality Assurance Engineer and Tester (Master)
145	Cloud Engineer (Senior)
146	Cloud Engineer (Master)

(b) (4)

147	DevOps Engineer (Journeyman)
148	DevOps Engineer (Senior)
149	DevOps Engineer (Master)
150	User Support Specialist (Journeyman)
151	User Support Specialist (Senior)
152	User Support Specialist (Master)
153	Financial Analyst (Journeyman)
154	Financial Analyst (Senior)
155	COTS Product Specialist (Senior)
156	COTS Product Specialist (Master)

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0005		3. CONTRACT NUMBER GS-35F-0164V		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) INCENTIVE TECHNOLOGY GROUP, LLC 2121 CRYSTAL DR STE 720 ARLINGTON, VA 222023706 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Woman Owned Business				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			



<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	INCENTIVE TECHNOLOGY GROUP, LLC 1530 N Key Blvd Ste 1202 Arlington,VA 22209-1542 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE**  
**General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
**U.S. General Services Administration**  
for the

**GSA Office of Acquisition IT Services**  
**Office of the Chief Information Officer (CIO), FAS, GSA**

**Solicitation Number (GSA ITSS) #ID16190002**  
**ITSS Award ID: ID16190014**  
**BPA Award Number 47QDCB19A0005**

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

**NAICS 541519 ' Other Computer Related Services**  
**Product Service Code ' D399 Other Computer Services**

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number #GS-35F-0164V. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Incentive Technology Group, LLC, as the Team Lead for the ITG.Accenture CTA (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by ITG. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division

230 S. Dearborn, 3800  
Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE *(Name, symbol and address)*  
General Services Administration, (408) 535-5313

22. SHIPPING POINT  
Specified in QUOTE

23. GROSS SHIP WT.

From  
300-A(s)

GRAND TOTAL \$0.01

24. MAIL INVOICE TO: *(Include zip code)*

General Services Administration  
(FUND)

The contractor shall follow the invoice instructions identified within the award documentation.

25A. FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support

25B. TELEPHONE NO.  
816-926-7287

26A. NAME OF CONTRACTING/ORDERING OFFICER *(Type)*  
Brian A Bogucki

26B. TELEPHONE NO.  
(312) 353-9629

26C. SIGNATURE

(b) (6)

GENERAL SERVICES ADMINISTRATION

1. PAYING OFFICE

GSA FORM 300 (REV. 2-93)



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;



- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## 5.2 Functional Area 2: Data Management and Security

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 Functional Area 7: ATO/Security Support

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),



and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190014**

BPA Award Number: **47QDCB19A0005**

Contractor: **Incentive Technology Group, Inc. (Team Lead for ITG/Accenture CTA)**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly	Discounted Hourly Rate	Discounted Hourly	Discounted Hourly Rate	Discounted Hourly Rate
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					



(b) (4)

	Developer (Master)
120	Web Developer (Journeyman)
121	Web Developer (Senior)
122	Web Developer (Master)
123	UI/UX Designer (Journeyman)
124	UI/UX Designer (Senior)
125	UI/UX Designer (Master)
126	Business Systems Analyst (Journeyman)
127	Business Systems Analyst (Senior)
128	Business Systems Analyst (Master)
129	Solutions Architect (Senior)
130	Solutions Architect (Master)
131	Database Architect (Senior)
132	Database Architect (Master)
133	Database Administrator (Journeyman)
134	Database Administrator (Senior)
135	Database Administrator (Master)
136	Data Warehousing Specialist (Journeyman)
137	Data Warehousing Specialist (Senior)
138	Data Warehousing Specialist (Master)
139	Business Intelligence Analyst (Journeyman)
140	Business Intelligence Analyst (Senior)
141	Business Intelligence Analyst (Master)
142	Software Quality Assurance Engineer and Tester (Journeyman)
143	Software Quality Assurance Engineer and Tester (Senior)
144	Software Quality Assurance Engineer and Tester (Master)
145	Cloud Engineer (Senior)
146	Cloud Engineer (Master)

(b) (4)

147	DevOps Engineer (Journeyman)
148	DevOps Engineer (Senior)
149	DevOps Engineer (Master)
150	User Support Specialist (Journeyman)
151	User Support Specialist (Senior)
152	User Support Specialist (Master)
153	Financial Analyst (Journeyman)
154	Financial Analyst (Senior)
155	COTS Product Specialist (Senior)
156	COTS Product Specialist (Master)

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0006		3. CONTRACT NUMBER GS-35F-0580X		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) KARSUN SOLUTIONS LLC 13655 DULLES TECHNOLOGY DRIVE STE 110 HERNDON, VA 201714678 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Asian-Pacific American Owned				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	KARSUN SOLUTIONS LLC ,NS United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.500 % 20 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190015  
BPA Award Number 47QDCB19A0006

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-0580X. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Karsun Solutions, LLC (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in



this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Karsun Solutions. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800



Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.



k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## 5.2 Functional Area 2: Data Management and Security

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;



- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

%%

### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.



## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190015**

BPA Award Number: 47QDCB19A0006

Contractor: **Karsun Solutions, LLC**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

	Developer (Master)					
120	Web Developer (Journeyman)	(b) (4)				
121	Web Developer (Senior)					
122	Web Developer (Master)					
123	UI/UX Designer (Journeyman)					
124	UI/UX Designer (Senior)					
125	UI/UX Designer (Master)					
126	Business Systems Analyst (Journeyman)					
127	Business Systems Analyst (Senior)					
128	Business Systems Analyst (Master)					
129	Solutions Architect (Senior)					
130	Solutions Architect (Master)					
131	Database Architect (Senior)					
132	Database Architect (Master)					
133	Database Administrator (Journeyman)					
134	Database Administrator (Senior)					
135	Database Administrator (Master)					
136	Data Warehousing Specialist (Journeyman)					
137	Data Warehousing Specialist (Senior)					
138	Data Warehousing Specialist (Master)					
139	Business Intelligence Analyst (Journeyman)					
140	Business Intelligence Analyst (Senior)					
141	Business Intelligence Analyst (Master)					
142	Software Quality Assurance Engineer and Tester (Journeyman)					
143	Software Quality Assurance Engineer and Tester (Senior)					
144	Software Quality Assurance Engineer and Tester (Master)					
145	Cloud Engineer (Senior)					
146	Cloud Engineer (Master)					

147	DevOps Engineer (Journeyman)	(b) (4)				
148	DevOps Engineer (Senior)					
149	DevOps Engineer (Master)					
150	User Support Specialist (Journeyman)					
151	User Support Specialist (Senior)					
152	User Support Specialist (Master)					
153	Financial Analyst (Journeyman)					
154	Financial Analyst (Senior)					
155	COTS Product Specialist (Senior)					
156	COTS Product Specialist (Master)					

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0007		3. CONTRACT NUMBER GS-35F-0234W		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) LTING GROUP, INC. 10780 PARKRIDGE BLVD FL 4 RESTON, VA 201914373 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION (b) (4)				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	(b) (4) <div></div> United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.</i> ) David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190016  
BPA Award Number 47QDCB19A0007

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-0234W. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Octo Consulting Group, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under



this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in

this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,

Acquisition Operations Division

GSA, FAS, 5QZA

Accepted by Octo Consulting Group. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer

Mr. Brian Bogucki, Contracting Officer

U.S. General Services Administration

Federal Acquisition Service, Great Lakes Region

Acquisition Operations Division

230 S. Dearborn, 3800

Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and



governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.



- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The



Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

**Solicitation Number (GSA ITSS): ID16190002**

ITSS Award ID: ID16190016

**BPA Award Number: 47QDCB19A0007**

**Contractor: Octo Consulting Group, Inc.**

## SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
(b) (4)						

(b) (4)



(b) (4)





<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution</b>		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0012		3. CONTRACT NUMBER 47QTCA19D00DR		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) REI SYSTEMS, INC. 14325 WILLARD ROAD SUITE 200 CHANTILLY, VA 201512110 United States (b) (4)					8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR
					Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.		
					This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.		
					C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Subcontinent Asian (Asian-Indian) American Owned					10B. TYPE OF BUSINESS ORGANIZATION C. Corporation		
11. ISSUING OFFICE (Address, zip code, and telephone no.)		12. REMITTANCE ADDRESS (MANDATORY) REI SYSTEMS, INC.			13. SHIP TO(Consignee address, zip code and telephone no.)		

GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	14325 WILLARD ROAD SUITE 200 CHANTILLY,VA 20151-2110 United States	David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
<b>14. PLACE OF INSPECTION AND ACCEPTANCE</b> David Griffin 1800 F St NW Washington, DC 20006-0000 United States		<b>15. REQUISITION OFFICE</b> <i>(Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
<b>16. F.O.B. POINT</b> Destination	<b>17. GOVERNMENT B/L</b> NO.	<b>18. DELIVERY</b> <b>F.O.B. POINT ON</b> <b>OR</b> <b>BEFORE</b> 09/24/2024	<b>19.</b> <b>PAYMENT/DISCOUNT</b> <b>TERMS</b> NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS
<p style="text-align: center;"> <b>20. SCHEDULE</b>  <b>General Services Administration</b>    <b>Blanket Purchase Agreement</b>    <b>FOR</b>    <b>CIO Modernization and Enterprise Transformation (COMET) BPA</b>    <b>A procurement by the</b>  <b>U.S. General Services Administration</b>  <b>for the</b>    <b>GSA Office of Acquisition IT Services</b>  <b>Office of the Chief Information Officer (CIO), FAS, GSA</b>    <b>Solicitation Number (GSA ITSS) #ID16190002</b>  <b>ITSS Award ID: ID16190017</b>  <b>BPA Award Number 47QDCB19A0012</b>    <b>This BPA is awarded in compliance with The Federal Acquisition Regulation,</b>  <b>Subpart 8.405-3, under the</b>  <b>Federal Supply Schedule 70</b>  <b>Special Item Number (SIN) categories: SIN 132-51, Information Technology and</b>  <b>Professional Services</b>    <b>NAICS 541519 ' Other Computer Related Services</b>  <b>Product Service Code ' D399 Other Computer Services</b> </p>			

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number 47QTCA19D00DR. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

REI Systems, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

## **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily

governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by REI Systems representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800  
Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)

Eben Greybourne, Contracting Officer  
 Region 5, 5QZA  
 230 South Dearborn Street, Rm 3808  
 Chicago, IL 60604  
 312-886-3811  
 312-886-3827 (Fax)  
 eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
 R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**



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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);



- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## 5.2 Functional Area 2: Data Management and Security

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract.

Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**



Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.



# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190017**

BPA Award Number: **47QDCB19A0012**

Contractor: **REI Systems, Inc.**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

	Developer (Master)	(b) (4)
120	Web Developer (Journeyman)	
121	Web Developer (Senior)	
122	Web Developer (Master)	
123	UI/UX Designer (Journeyman)	
124	UI/UX Designer (Senior)	
125	UI/UX Designer (Master)	
126	Business Systems Analyst (Journeyman)	
127	Business Systems Analyst (Senior)	
128	Business Systems Analyst (Master)	
129	Solutions Architect (Senior)	
130	Solutions Architect (Master)	
131	Database Architect (Senior)	
132	Database Architect (Master)	
133	Database Administrator (Journeyman)	
134	Database Administrator (Senior)	
135	Database Administrator (Master)	
136	Data Warehousing Specialist (Journeyman)	
137	Data Warehousing Specialist (Senior)	
138	Data Warehousing Specialist (Master)	
139	Business Intelligence Analyst (Journeyman)	
140	Business Intelligence Analyst (Senior)	
141	Business Intelligence Analyst (Master)	
142	Software Quality Assurance Engineer and Tester (Journeyman)	
143	Software Quality Assurance Engineer and Tester (Senior)	
144	Software Quality Assurance Engineer and Tester (Master)	
145	Cloud Engineer (Senior)	
146	Cloud Engineer (Master)	

147	DevOps Engineer (Journeyman)	(b) (4)
148	DevOps Engineer (Senior)	
149	DevOps Engineer (Master)	
150	User Support Specialist (Journeyman)	
151	User Support Specialist (Senior)	
152	User Support Specialist (Master)	
153	Financial Analyst (Journeyman)	
154	Financial Analyst (Senior)	
155	COTS Product Specialist (Senior)	
156	COTS Product Specialist (Master)	

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0008		3. CONTRACT NUMBER GS-35F-0687P		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) , SEVATEC INC. 2815 OLD LEE HWY FAIRFAX, VA 220314303 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	SEVATEC INC. 3112 Fairview Park Dr Falls Church,VA 22042-4504 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE  
General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190018  
BPA Award Number 47QDCB19A0008

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-0687P. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Sevatec, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance

with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in



this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Sevatec, Inc. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800

Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**



- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## 5.2 Functional Area 2: Data Management and Security

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.



- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov



## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190018**

BPA Award Number: **47QDCB19A0008**

Contractor: **Sevatec, Inc.**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
(b) (4)						

(b) (4)



(b) (4)



<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution</b>		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0009		3. CONTRACT NUMBER 47QTCA19D0048		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) TECHFLOW, INC. 9889 WILLOW CREEK RD STE 100 SAN DIEGO, CA 921311119 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION For-Profit Organization				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and telephone no.)		12. REMITTANCE ADDRESS (MANDATORY) TECHFLOW, INC.		13. SHIP TO(Consignee address, zip code and telephone no.)			

GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	9889 WILLOW CREEK RD STE 100 SAN DIEGO,CA 92131-1119 United States	David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746
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<b>14. PLACE OF INSPECTION AND ACCEPTANCE</b> David Griffin 1800 F St NW Washington, DC 20006-0000 United States		<b>15. REQUISITION OFFICE (Name, symbol and telephone no.)</b> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
<b>16. F.O.B. POINT</b> Destination	<b>17. GOVERNMENT B/L</b> NO.	<b>18. DELIVERY</b> <b>F.O.B. POINT ON</b> <b>OR</b> <b>BEFORE</b> 09/24/2024	<b>19.</b> <b>PAYMENT/DISCOUNT</b> <b>TERMS</b> NET 30 DAYS / 0.015 % 15 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE**  
**General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
**U.S. General Services Administration**  
for the

**GSA Office of Acquisition IT Services**  
**Office of the Chief Information Officer (CIO), FAS, GSA**

**Solicitation Number (GSA ITSS) #ID16190002**  
**ITSS Award ID: ID16190019**  
**BPA Award Number 47QDCB19A0009**

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
**Federal Supply Schedule 70**  
**Special Item Number (SIN) categories: SIN 132-51, Information Technology and**  
**Professional Services**

**NAICS 541519 ' Other Computer Related Services**  
**Product Service Code ' D399 Other Computer Services**



## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number 47QTCA19D0048. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Techflow, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

## **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily

governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Techflow, Inc. representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer  
Mr. Brian Bogucki, Contracting Officer  
U.S. General Services Administration  
Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800  
Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)

Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER (Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.



- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;



5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.



## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190019**

BPA Award Number: **47QDCB19A0009**

Contractor: **Techflow, Inc.**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

	Developer (Master)					
120	Web Developer (Journeyman)	(b) (4)				
121	Web Developer (Senior)					
122	Web Developer (Master)					
123	UI/UX Designer (Journeyman)					
124	UI/UX Designer (Senior)					
125	UI/UX Designer (Master)					
126	Business Systems Analyst (Journeyman)					
127	Business Systems Analyst (Senior)					
128	Business Systems Analyst (Master)					
129	Solutions Architect (Senior)					
130	Solutions Architect (Master)					
131	Database Architect (Senior)					
132	Database Architect (Master)					
133	Database Administrator (Journeyman)					
134	Database Administrator (Senior)					
135	Database Administrator (Master)					
136	Data Warehousing Specialist (Journeyman)					
137	Data Warehousing Specialist (Senior)					
138	Data Warehousing Specialist (Master)					
139	Business Intelligence Analyst (Journeyman)					
140	Business Intelligence Analyst (Senior)					
141	Business Intelligence Analyst (Master)					
142	Software Quality Assurance Engineer and Tester (Journeyman)					
143	Software Quality Assurance Engineer and Tester (Senior)					
144	Software Quality Assurance Engineer and Tester (Master)					
145	Cloud Engineer (Senior)					
146	Cloud Engineer (Master)					



147	DevOps Engineer (Journeyman)	(b) (4)
148	DevOps Engineer (Senior)	
149	DevOps Engineer (Master)	
150	User Support Specialist (Journeyman)	
151	User Support Specialist (Senior)	
152	User Support Specialist (Master)	
153	Financial Analyst (Journeyman)	
154	Financial Analyst (Senior)	
155	COTS Product Specialist (Senior)	
156	COTS Product Specialist (Master)	

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution</b>		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0013		3. CONTRACT NUMBER 47QTCA18D006H		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
(b) (4) UNISYS CORPORATION 11720 PLAZA AMERICA DR 7TH FL RESTON, VA 201904757 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.  This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION For-Profit Organization				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and telephone no.)		12. REMITTANCE ADDRESS (MANDATORY) UNISYS CORPORATION		13. SHIP TO (Consignee address, zip code and telephone no.)			

GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	(b) (4) P.O. BOX 99865 CHICAGO,IL 60696-0000 United States	David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746
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<b>14. PLACE OF INSPECTION AND ACCEPTANCE</b> David Griffin 1800 F St NW Washington, DC 20006-0000 United States		<b>15. REQUISITION OFFICE (Name, symbol and telephone no.)</b> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
<b>16. F.O.B. POINT</b> Destination	<b>17. GOVERNMENT B/L</b> NO.	<b>18. DELIVERY</b> <b>F.O.B. POINT ON</b> <b>OR</b> <b>BEFORE</b> 09/24/2024	<b>19.</b> <b>PAYMENT/DISCOUNT</b> <b>TERMS</b> NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE**  
**General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
U.S. General Services Administration  
for the

GSA Office of Acquisition IT Services  
Office of the Chief Information Officer (CIO), FAS, GSA

Solicitation Number (GSA ITSS) #ID16190002  
ITSS Award ID: ID16190020  
BPA Award Number 47QDCB19A0013

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

NAICS 541519 ' Other Computer Related Services  
Product Service Code ' D399 Other Computer Services

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number 47QTCA18D006H. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Unisys Corporation (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

## **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily

governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,  
Acquisition Operations Division  
GSA, FAS, 5QZA

Accepted by Unisys Corporation representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

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NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
 R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			
21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313				TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE		23. GROSS SHIP WT.		GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.		25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support		25B. TELEPHONE NO. 816-926-7287	
		26A. NAME OF CONTRACTING/ORDERING OFFICER (Type) Brian A Bogucki		26B. TELEPHONE NO. (312) 353-9629	
		26C. SIGNATURE (b) (6)			
GENERAL SERVICES ADMINISTRATION		1. PAYING OFFICE		GSA FORM 300 (REV. 2-93)	





# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.

#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support



5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.

- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.



New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

%%

### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

Mr. Brian Bogucki, Contracting Officer

230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604

Phone: 312 / 353-9629

email: brian.bogucki@gsa.gov

## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:



1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# Blanket Purchase Agreement

## CIO Modernization and Enterprise Transformation (COMET) BPA

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190020**

BPA Award Number: **47QDCB19A0013**

Contractor: **Unisys Corporation**

### SCHEDULE OF ITEMS AND PRICES

CLIN	Labor Category (LCAT)	Discounted Hourly Rate Year 1	Discounted Hourly Rate Year 2	Discounted Hourly Rate Year 3	Discounted Hourly Rate Year 4	Discounted Hourly Rate Year 5
101	Program Manager (Senior)	(b) (4)				
102	Program Manager (Master)					
103	IT Project Manager (Senior)					
104	IT Project Manager (Master)					
105	Management Analyst (Senior)					
106	Technical Writer (Journeyman)					
107	Technical Writer (Senior)					
108	Training and Development Specialist (Journeyman)					
109	Training and Development Specialist (Senior)					
110	Agile Coach (Senior)					
111	Agile Coach (Master)					
112	Information Systems Security Officer (Journeyman)					
113	Information Systems Security Officer (Senior)					
114	Information Systems Security Officer (Master)					
115	Information Security Engineer (Senior)					
116	Information Security Engineer (Master)					
117	Applications Software Developer (Journeyman)					
118	Applications Software Developer (Senior)					
119	Applications Software					

	Developer (Master)					
120	Web Developer (Journeyman)	(b) (4)				
121	Web Developer (Senior)					
122	Web Developer (Master)					
123	UI/UX Designer (Journeyman)					
124	UI/UX Designer (Senior)					
125	UI/UX Designer (Master)					
126	Business Systems Analyst (Journeyman)					
127	Business Systems Analyst (Senior)					
128	Business Systems Analyst (Master)					
129	Solutions Architect (Senior)					
130	Solutions Architect (Master)					
131	Database Architect (Senior)					
132	Database Architect (Master)					
133	Database Administrator (Journeyman)					
134	Database Administrator (Senior)					
135	Database Administrator (Master)					
136	Data Warehousing Specialist (Journeyman)					
137	Data Warehousing Specialist (Senior)					
138	Data Warehousing Specialist (Master)					
139	Business Intelligence Analyst (Journeyman)					
140	Business Intelligence Analyst (Senior)					
141	Business Intelligence Analyst (Master)					
142	Software Quality Assurance Engineer and Tester (Journeyman)					
143	Software Quality Assurance Engineer and Tester (Senior)					
144	Software Quality Assurance Engineer and Tester (Master)					
145	Cloud Engineer (Senior)					
146	Cloud Engineer (Master)					

147	DevOps Engineer (Journeyman)	(b) (4)				
148	DevOps Engineer (Senior)					
149	DevOps Engineer (Master)					
150	User Support Specialist (Journeyman)					
151	User Support Specialist (Senior)					
152	User Support Specialist (Master)					
153	Financial Analyst (Journeyman)					
154	Financial Analyst (Senior)					
155	COTS Product Specialist (Senior)					
156	COTS Product Specialist (Master)					

<b>ORDER FOR SUPPLIES AND SERVICES</b>				<b>IMPORTANT:</b> See instructions in <b>GSAR 553.370-300-1</b> for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/25/2019		2. ORDER NUMBER 47QDCB19A0010		3. CONTRACT NUMBER GS35F462DA		4. ACT NUMBER	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285X	ORG CODE Q00DE000	B/A CODE CP10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AR372	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) PERSPECTA ENGINEERING INC. 15050 CONFERENCE CTR DR CHANTILLY, VA 201513857 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. P00000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER			9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.		
10A. CLASSIFICATION Contracts and Grants				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and		12. REMITTANCE ADDRESS (MANDATORY)		13. SHIP TO(Consignee address, zip code and			

<i>telephone no.)</i> GSA Region 05 Brian A Bogucki 230 S. DEARBORN STREET CHICAGO, IL 60604-1505 United States (312) 353-9629	PERSPECTA ENGINEERING INC. PO BOX 743371 LOCKBOX NO. 743371 Atlanta,GA 30374-3371 United States	<i>telephone no.)</i> David Griffin 280 South 1st Street, Suite 251 San Jose, CA 95113 United States 619-741-3746	
14. PLACE OF INSPECTION AND ACCEPTANCE David Griffin 1800 F St NW Washington, DC 20006-0000 United States		15. REQUISITION OFFICE ( <i>Name, symbol and telephone no.)</i> David R. Griffin GSA Region 00 8810 C Jamacha Blvd #164 Spring Valley, CA 91977-0000 United States 619-741-3746	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/24/2024	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

**20. SCHEDULE**  
**General Services Administration**

**Blanket Purchase Agreement**

**FOR**

**CIO Modernization and Enterprise Transformation (COMET) BPA**

A procurement by the  
**U.S. General Services Administration**  
for the

**GSA Office of Acquisition IT Services**  
**Office of the Chief Information Officer (CIO), FAS, GSA**

**Solicitation Number (GSA ITSS) #ID16190002**  
**ITSS Award ID: ID16190021**  
**BPA Award Number 47QDCB19A0010**

This BPA is awarded in compliance with The Federal Acquisition Regulation,  
Subpart 8.405-3, under the  
Federal Supply Schedule 70  
Special Item Number (SIN) categories: SIN 132-51, Information Technology and  
Professional Services

**NAICS 541519 ' Other Computer Related Services**  
**Product Service Code ' D399 Other Computer Services**

## **1. Basis of Agreement**

This Blanket Purchase Agreement is established under GSA Federal Supply Schedule Contract 70, SIN 132-51 Information Technology and Professional Services, Contract Number GS-35F-462DA. Unless otherwise stated, the terms and conditions of this FSS Schedule solicitation and contract apply to this agreement and all orders placed hereunder.

## **2. Description of Agreement**

Vencore, Inc. dba Perspecta Engineering, Inc. (hereinafter referred to as the Contractor) agrees to furnish the services described herein, if and when ordered by an authorized Contracting Officer (see paragraph 14, below) during the specified term of this agreement.

## **3. Proposal Incorporated by Reference**

The Contractor's proposal dated September 09, 2019, and all prior submitted Volumes as required by the COMET BPA RFQ, is incorporated by reference into this BPA.

## **4. Description of Supplies and Services**

The Contractor shall deliver support services that fall within the scope of the attached Performance Work Statement, entitled 'COMET BPA Performance Work Statement'.

## **5. Term of Agreement**

This agreement will become effective upon acceptance by the Contractor. The period of performance of this BPA is five (5) years from the date of award. Task Orders issued against this BPA will be established with their own period of performance which may include options. During the annual BPA review (as prescribed by FAR 8.405-3(e)) the government will determine whether-

- 1 The schedule contract, upon which the BPA was established, is still in effect,
2. The BPA still represents the best value to the government, and
- 3 Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The government shall document the results of its review. In the event a decision is made by GSA to end the blanket purchase agreement following the review, it will notify the Contractor of that decision in writing.

The period of performance of this agreement may be limited. The BPA term can only last as long as the FSS contract upon which it is based. Per FAR 8.405-3(d)(3), the BPA may extend beyond the current term of the contractor's GSA Schedule contract, so long as there are option periods in the GSA Schedule contract that, if exercised, will cover the BPA's period of performance. The FSS contract will continue to its prescribed end date provided that it is not terminated by the Government and all optional periods of performance are awarded.

## **6. Geographic Area to be Served**

This BPA covers work ordered by GSA Region 5 Contracting Division, Federal Acquisition Service, Region 5 and performed for the GSA Office of Acquisition IT Services, Washington, D.C.

## **7. Extent of Government Obligation**

The Government is obligated only to the extent authorized purchases are actually made under

this agreement on individual task orders. The Government is not obligated to place any task orders. Each task order will be independently funded.

## **8. Pricing**

All prices in this BPA are those proposed by the contractor in its proposal dated September 09, 2019, which are based on those in the Contractor's Federal Supply Schedule contract, referenced in paragraph 1, above. The BPA rates are discounted from those stated in the contractor's FSS contract and may be further discounted in task order quotes.

Task orders for services awarded under this BPA shall be based on labor unit prices set forth in the BPA Schedule of Items and Prices (BPA Attachment 1). The contractor shall be encouraged to offer additional discounts in task order proposals. In no case shall proposed task order rates exceed those established in this BPA. Any purchase of services made pursuant to this agreement will be based on written quotations submitted in response to (1) a Request for Quotations, (2) ITSS Requests for Quote, or (3) an oral request made by telephone or in person by an authorized Government representative at the time the Government's need for the item(s) or services arises. The Contractor agrees that the prices quoted to the Government will be as low, or lower than, those charged to the Supplier's most favored customer for comparable quantities under similar terms and conditions, in addition to any discounts for prompt payment.

## **9. Price Adjustments**

Prices in this BPA shall be equivalent to or less than those offered by the Contractor on its Federal Supply Schedule contract\*. If lower prices are subsequently negotiated on the Contractor's FSS contract or FSS contract option, the Contractor agrees to a reduction in the prices stated in this BPA to make them equal to or lower than the newly negotiated FSS contract prices. This stipulation is necessary because the government cannot place orders using prices that are higher than those in the Federal Supply Schedule contract upon which this BPA is based. No upward adjustment in BPA prices will be authorized, paid, or reimbursed if higher prices are subsequently negotiated on the Contractor's FSS contract.

\*NOTE: Nominal cost of living price increases (consistent with those found in the Contractor's current Federal Supply Schedule contract), can be included in the Contractor's original BPA quote. These increases will be honored for periods of performance included in this BPA that extend beyond the term of the Contractor's current Federal Supply Schedule contract, provided that the FSS contract is extended and the prices or rates in the extension are equal to or greater than the quoted BPA rates or prices.

## **10. BPA Schedule of Items and Prices**

The BPA Schedule of Items and Prices is provided as Attachment B (see paragraph 20, below)

## **11. Travel Authorization**

Travel is not applicable to this BPA.

## **12. Deliverables**

Deliverables will be specified at the task order level, for orders placed under this BPA.

## **13. Task Order Monitoring**

Task orders placed under this BPA will be monitored for Contractor compliance in accordance



with the QASP (Quality Assurance Surveillance Plan) furnished with each task order.

#### **14. Purchase Limitations**

The minimum and maximum order limitations for orders placed under this BPA are necessarily governed by the provisions of the FSS contract upon which the BPA is based. These instructions are found in the GSA Federal Supply Schedule 70 Contract/Solicitation clause C.10 entitled ORDER LIMITATIONS (FAR 52.216-19)(Oct 1995)(Variation I - Aug 1999)(Deviation - Sep 2003).

#### **15. Notice of Individuals Authorized to Purchase Under the BPA and Dollar Limits**

The following GSA employees are hereby authorized to place orders under this agreement.

Name , Organization , Dollar limit per purchase (warrant authority)

Kim Brown, R5 FAS, unlimited

Micky Mayes, R5 FAS I CD , unlimited

Eben Greybourne , R5 FAS I CD Branch C, unlimited

Brian Bogucki, R5 FAS I CD Branch C, unlimited

Cassandra Hannah-Boyd, R5 FAS I CD Branch C, unlimited

Chris Payton, R5 FAS I CD Branch C, unlimited

Julie Green, R5 FAS I CD Branch C, unlimited

Kimberly Hampel, R5 FAS I CD Branch C, unlimited

Amanda Foster, R5 FAS I CD Branch C, unlimited

Yijuania Still, R5 FAS I CD Branch B, Unlimited

Tawanda Thomas, R5 FAS I CD Branch A, unlimited

#### **16. Placing Orders**

All orders will be placed in writing via the GSA ASSIST/ITSS (Information Technology Solutions Shop) web interface on a GSA Form 300. All orders will be automatically numbered by that system. Orders shall be placed in accordance the clause entitled ORDERING (Oct 1995)(FAR 52.216-18) and with the procedures set forth in FAR 8.405-1 for items that do not require a statement of work and FAR 8.405-2 for items that require a statement of work.

Orders placed under this BPA may be solicited on a competitive or non-competitive basis depending on the specific requirements of the Government. The Government will execute appropriate limited source or brand name justifications if competition will be limited. Ordering officers shall comply with the requirements of FAR 8.405-6 when the Government anticipates limiting sources.

#### **17. Delivery Tickets**

Not applicable

#### **18. Invoices / Payment Information**

(Payment information will be identified on each task order)

#### **19. Terms and Conditions**

The terms and conditions included in this agreement apply to all purchases made pursuant to this agreement. In the event of an inconsistency between the provisions of this agreement and the supplier's invoice, the provisions of this agreement will take precedence.

#### **20. Attachments**

The following attachments are part of this BPA with the same force and effect as if included in

this BPA document.

Attachment A. COMET BPA Performance Work Statement

Attachment B. COMET BPA Pricing Pages

## 21. Acknowledgment

The Contractor is hereby requested to acknowledge acceptance of this agreement, including its terms, conditions, attachments, and clauses, by signing and returning a copy to:

\_\_\_\_\_  
Brian Bogucki ----- Date

Contracting Officer,

Acquisition Operations Division

GSA, FAS, 5QZA

Accepted by Perspecta Engineering representative:

\_\_\_\_\_  
Signature ----- Date

\_\_\_\_\_  
(printed name and title of person signing)

Type of Business (check one): Corporation \_\_\_\_, Partnership \_\_\_\_, Sole Proprietorship \_\_\_\_,

Other \_\_\_\_\_ (state type)

Company Representative for BPA Administration

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_

Government Address

GSA Contracting Officer

Mr. Brian Bogucki, Contracting Officer

U.S. General Services Administration

Federal Acquisition Service, Great Lakes Region

Acquisition Operations Division

230 S. Dearborn, 3800

Chicago, IL 60604  
Office Phone: 312-353-9629  
brian.bogucki@gsa.gov

GSA Contracting Officer (alternate)  
Eben Greybourne, Contracting Officer  
Region 5, 5QZA  
230 South Dearborn Street, Rm 3808  
Chicago, IL 60604  
312-886-3811  
312-886-3827 (Fax)  
eben.greybourne@gsa.gov

NOTE: For administrative purposes only \$0.01 is obligated on this BPA award. This \$0.01 is a place holder and exists exclusively to activate GSA financial and systemic processing of this award and will remain on the BPA until it is closed out. This \$0.01 does not represent a contractual obligation on the part of the Government to pay the contractor and may NOT be invoiced at any time during the period of performance.

CITATION CODE(S) #  
R16FY2019IDVEXP-CAP

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	COMET BPA	(b) (4)			

21. RECEIVING OFFICE (Name, symbol and telephone no.) General Services Administration, (408) 535-5313		TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND TOTAL	\$0.01
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow the invoice instructions identified within the award documentation.	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER(Type) Brian A Bogucki	26B. TELEPHONE NO. (312) 353-9629	
	26C. SIGNATURE (b) (6)		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



# **COMET BPA Performance Work Statement**

## **Multiple-Award Blanket Purchase Agreement (BPA)**

**for**

## **CIO Modernization and Enterprise Transformation (COMET)**

### **ISSUED BY**

**Region 5, Contracting Division  
GSA Federal Acquisition Service  
230 S Dearborn St., Suite 3500  
Chicago, IL 60604**

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## **COMET BPA PERFORMANCE WORK STATEMENT**

### **1. INTRODUCTION AND OVERVIEW**

This CIO Modernization and Enterprise Transformation (COMET) BPA will provide GSA-IT Office of Acquisition IT Services with access to a pool of vendors that demonstrate expertise in both knowledge and execution of Agile software development and maintenance. The resulting acquisition vehicle will be a GSA Schedule BPA established for the creation of individual Task Orders that can quickly and expertly deliver high quality agile development services and provide some combination of a custom solution, a Commercial Off The Shelf (COTS) based solution, Software as a Service (SaaS), or a hybrid solution. GSA-IT Office of Acquisition IT Services will utilize this BPA to provide task orders that can be easily ramped up and transitioned out based on ever changing needs of the program.

### **2. BACKGROUND**

#### Organizational Mission

This BPA supports the United States (U.S.) General Services Administration, Office of the Chief Information Officer. The GSA provides government agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, GSA IT has developed many major IT application systems. These applications must be developed, maintained, operated, modernized, and receive continuing technical support for GSA IT to continue serving the taxpayer. GSA IT is seeking contractor support for modernization and maintenance services for applications supporting users world-wide.

#### Agency Mission

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture which will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.

- IT security – ensuring the compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

## **Vision**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for “self-healing.”
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA plans to use a phased and best-of-breed approach to accomplish its mission of providing high performing solutions. In a number of cases, modernization roadmaps will be developed. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **3. SCOPE**

The fundamental scope of this CIO Modernization and Enterprise Transformation Services BPA encompasses requirements for providing services in support of GSA-IT Office of Acquisition IT Services modernization and maintenance efforts. The BPA will provide a commercial, streamlined process to support agile delivery services, including IT management and

governance, business process analysis, user-centered design, agile solution architecture and design, agile application development and configuration, analytics, integration, and DevOps beneath FSS Schedule 70 contracts. ~~Agile Modernization and Maintenance Services~~ COMET BPA Contractors must be able to implement applications, platforms, IT development services and products, utilize End User Experience (UX) Design thinking and Agile Software Development processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized. Given that today's best in class digital services solutions involve not only custom code development, but utilization of existing marketplace products, COMET BPA vendors must also be skilled with integration of a Commercial Off The Shelf (COTS) based solutions, Software as a Service (SaaS), or a hybrid solution. These methods may be most appropriate for future task orders issued under the COMET BPA. Vendors may also be required to provide the products of their proposed solution as part of an awarded task order via the Order Level Materials SIN 70 500, or through an open market purchase under FAR 8.402(f).

Firm Fixed Price (FFP) and Time & Material/Labor Hour (T&M/LH) task orders with a not to exceed (NTE) ceiling can be issued under this BPA.

The task orders to be issued under the BPA will be based on scopes of work defining specific requirements. The BPA will establish agreed upon minimum discount percentages. Discount percentages will be from the BPA holders FSS Schedule 70 contract rates/prices and will be used to calculate the maximum rates/prices that can be utilized at the BPA order level.

Competition of each task order will occur among the BPA holders as established by the BPA ordering procedures in accordance with FAR Part [8.405-3\(c\)](#). Factors such as (but not limited to) price, past performance on prior task orders issued outside and under this BPA (quality of deliverables/services/ timeliness, and cost control), socio-economic status and potential impact on other orders placed with the contractor (e.g. capacity issues) may be considered in determining award of individual task orders.

Due to the potential volume and estimated dollar value of the BPAs, contractors are encouraged to offer discounts greater than those required in the RFQ from their currently awarded FSS Schedule 70 prices. However, it is emphasized that there are no intended or implied guarantees regarding the Government's usage of this vehicle. There are no funds obligated or guaranteed as a result of the BPAs. The Government is obligated only to the extent of authorized orders made under the BPAs. It is the responsibility of the individual ordering activities to ensure adequate funds are available.



#### **4. OBJECTIVES**

The objective of the multiple award ~~Agile Modernization and Maintenance Services~~ COMET BPA is to advance and fortify GSA quality related development through the assimilation of the agile methodology by acquiring services for the GSA-IT Office of Acquisition IT Services through the award of a multiple award BPA under FAR 8.4. These services will directly or indirectly drive the delivery of information technology development within rapid time frames based upon consistent architectures and following standardized development guidelines to promote reuse and shareability of code and functionality across GSA in alignment with the Federal Digital Government Strategy 'Shared Platform Approach' to "build once, use many times".

Specifically, this BPA meet the following goals:

1. Establish a streamlined and common contracting vehicle that:
  - a. Features vendors specializing in agile delivery services (e.g. all-encompassing term that describes vendors who specialize in user experience design and agile software development practices)-- user-centered design, agile architecture (e.g. a system or software architecture that is versatile, easy to evolve, to modify), agile software development (e.g. group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams), and DevOps expertise.
  - b. Allows for agile delivery services as outlined in Section 5. Functional Areas, to be performed in a rapid-cycle fashion;
  - c. Includes data analytics and reporting necessary to make informed quality-related policy decisions and data transparency to the public;
  - d. Allows for the purchase of products (Commercial off the shelf (COTS) or other) via Order Level Materials or Open Market purchase which are to be included at the BPA call level (ie task order) as part of vendor's proposed total solution, if applicable.
2. Consolidate spending for quality-related efforts;
3. Advance socio-economic goals of GSA; and
4. Collect, analyze, and act on detailed transactional-level data to better support decisions related to contractor performance management.

**Requirements for delivering commercial-class service and products include the following and shall apply to all task orders awarded under the COMET BPA:**

- a. Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b. Leveraging technology capabilities to meet customer needs with timely and seamless access to the physical and cloud-based infrastructures, business applications, and data. This includes staying abreast of new product offerings, platform features, and innovative ways to provide technology value to agency customers.
- c. Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d. Implementing business applications that are based on an iterative process utilizing UX Design & Agile software development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e. Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f. Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g. Provide customer-friendly support services and training that meet the needs of the end-users.
- h. Establish and maintain a standardized process for enterprise-wide management of releases into the production environments to include all documentation required.
- i. Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j. Participation in and establishment of GSA-IT Quality users and component-level Information Technology (IT) Governance and associated activities. An IT Governance board is the governance framework that drives the execution of processes by which organizations identify, prioritize, assign, execute and communicate while optimally leveraging people, processes, knowledge base, and technology.

k. Regularly advise GSA-IT Office of Acquisition IT Services on emerging technologies, tools, applications, and recommendations for improving the integration and implementation of the agency's legacy platform and related cloud technology ecosystem.

l. Utilize to the maximum extent a true cloud based environment for new development, unless otherwise stated at the order level.

m. Provide or maintain access to working technologies such as quality measures engine, performance scoring engine, advanced data analytics, and monitoring/reporting tools.

n. Employ U.S. Digital Service Best Practices for Agile Delivery Information Technology Development.

## **5. FUNCTIONAL AREAS**

To fulfill the requirements of the BPA the contractors are required to provide the following services. Task Orders placed under the BPAs will include one or more of the following Functional Areas in its SOO/PWS/SOW. A task order can include at a minimum one Functional Area or any combination of the following:

- Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration and Configuration
- Functional Area 2: Data Management and Securitization
- Functional Area 3: Program Management Support ~~and Center of Excellence Governance~~
- Functional Area 4: Release Management and Post-Implementation Maintenance Support
- Functional Area 5: Support / Help Desk
- Functional Area 6: Training and Change Management
- Functional Area 7: Authority To Operate (ATO) / Security Support

5.1 Functional Area 1: Solution/Application Design, Business Analysis, Development, Integration

Creation of a technical architecture leading to the development of business applications, including integration with the existing systems. This includes expansion or updates to existing production applications to meet the ongoing, unique objectives and requirements of specific components.

Sample activities that would typically fall under Functional Area 1 are:

- Design solutions toward the end user experience so that products produced meet end user goals and measure of success as well as the strategic business objectives of the providing organization.
- Work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions;
- Provide subject matter expertise for the respective coding language and/or platforms;
- Develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle;
- Provide customer-friendly open source solutions that provide ease of use for non-technical Government users;
- Ensure commercial best practices workflows shall come bundled with the solutions;
- Design solutions that offer role based identity management, authorization, and authentication across all business applications;
- Ensure all content and activities are traceable to specific persons;
- Ensure solutions comply with GSA and Federal requirements for security and usability (i.e. 508 compliance);
- Ensure all content is preserved according to federal record retention requirements and applications have the ability to protect personally identifiable information (PII);

- Ensure applications are developed such that response times for application end users fall within best practice levels;
- Ensure appropriate quality attributes such as reliability, scalability, portability, reusability, and useability are considered in delivered solutions;
- Provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications;
- Provide secure mechanisms to allow data exchange and interaction with external systems through Application Programming Interfaces (APIs) or other methods;
- Provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users;
- Seek to configure out-of-the-box aspects of the selected platform before recommending a customized coding approach;
- Provide technical and Business Analyst expertise in configuration and integration of Commercial-Off-The Shelf (COTS) or Software as a Service (SaaS)
- Develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform;
- Provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document
- processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work;
- Be equipped to support an enterprise-wide, multi-org ecosystem, providing analysis and solution architecture recommendations considering functional overlap and reuse of objects or utilities
- Rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features;

- Design and implement system changes in a manner to support interoperability and scalability with future development efforts and in an open architecture manner;
- Maintain all source code or software artifacts in a manner that allows the Government to publish in an open source manner, at their discretion;

## **5.2 Functional Area 2: Data Management and Security**

Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third-party encryption tool, and creation of policy and/or procedures surrounding data implementation.

Sample activities that would typically fall under Functional Area 2 are:

- Provide database architecture subject matter expertise for the respective platforms;
- Include database optimization, performance and impact in all system discovery, design, development and testing efforts to ensure industry best practices are supported;
- Work with third-party cloud encryption gateway technologies, if present, provided by the government to secure designated data while in transit to/from the cloud as well as at rest;
- Work with security in the creation of policy and/or procedures surrounding data implementation including the correction of application security vulnerabilities within prescribed timeframes;
- Verify in writing to the Government that data migrated from any legacy system to new application is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible;
- Be experienced in data warehousing, data analytics, data mining, data visualization and business intelligence best practices to provide guidance on data architecture and mapping;

5.3 Functional Area 3: Program Management

Provide IT development program management support for managing GSA-IT Office of Acquisition IT Services applications as needed. The contractor shall provide services and incidental supplies in support of the following tasks, including but not limited to:

- Find ways to permit and encourage a “one team” attitude at every level, including across BPA holders and other contractors;
- Exercise regular coordination between contractors working on related projects and the ability to perform successful combined planning;
- Give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and/or daily/weekly Agile/Scrum development meetings.
- Provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- Provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate (ATO).
- Manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.
- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide transition in/transition out activities to facilitate a smooth transition of duties at task order start and completion

5.4 Functional Area 4: Release Management and Post-Implementation Maintenance Support

Management of releases from development to production and expansion or updates of applications, including post-implementation operational and maintenance support with bug fixes and issue tracking, including Tier II and III help desk support regarding development entailing technical knowledge or a very specialized action requiring the specialists/contractors that are usually involved in the product development, to meet the ongoing unique objectives and requirements of specific applications.

Sample activities that would typically fall under Functional Area 4 are:

- Plan and implement software and system solutions (i.e. fixes) as identified by the Government, complying with GSA-IT processes and guidelines. Support change releases (software fixes, infrastructure changes, or secops required remediation changes);
- Advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules. When appropriate manage/execute updates;
- Provide enterprise-wide release management support for large monthly releases, small configuration changes, and out-of-cycle emergency releases of code and configuration to higher environments, including production;
- Provide enterprise-wide release management support for incremental feature releases, configuration changes, and expedited code changes from development through production environments;
- Provide a development environment, regression testing, and continuous integration management including the administration of the systems and tools that are used as part of that process.



- Provide support for systems operations as necessary, including platform, operating system, database, middleware, and User Interface.

5.5 Functional Area 5: Support / Help Desk

Provide support & help desk functions (potentially encapsulating all tiers) for software development support or application support to end users.

Sample activities that would typically fall under Functional Area 5 are:

- Utilize a centralized defect and issue tracking system and knowledge base designated and hosted by the government, unless otherwise proposed and provided by the contractor;
- Provide weekly reporting and metrics on issue tracking and resolution;
- Act as an escalation point for break/fix items as reported by the government. This may require working with end users and the platform vendor as necessary to define, document, test, and address incidents.

5.6 Functional Area 6: Training and Change Management

Providing training and change management support to improve user adoption.

Sample activities that would typically fall under Functional Area 6 are:

- Develop, utilize, and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly;
- Provide role-based training solutions for users to become proficient in the business applications, including content creation, content maintenance, review, and approval processes;
- Provide “train-the-trainer” solutions;
- As required, prepare training materials;
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

- Provide artifacts related to change management and support customers in executing a change management program if requested.

5.7 *Functional Area 7: ATO/Security Support*

Sample activities that would typically fall under Functional Area 7 are

- Use the National Institute of Standards and Technology (NIST) information assurance publications as an industry best-practice guide and comply with all GSA policies and procedures related to Information Security
- Comply with GSA IT Security Procedural Guide and GSA IT Policy Requirements Guide
- Provide security engineering support, in accordance with the Government policies and framework. The contractor shall support all agency specific security initiatives
- Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified;
- Provide Residual Risk Documentation and updates for the Plan of Action and Milestone (POA&M) as appropriate following scans and assessments;
- Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process;
- Coordinate with O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies;
- Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the government appropriate remediation and mitigation through the POA&M process;
- Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards. Embed these procedures to form a true SecDevOps organization;

- Track and manage resolution of out of compliance software and platform components;
- Engage, as needed with application support and development teams throughout the project lifecycle to ensure security is embedded throughout the architecture/application ecosystem.

## **6. Additional Performance Requirements**

### **Location of Work**

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

### **Time of Work**

#### **Normal Hours**

For any Contractor employees working on Government facilities, their normal duty hours shall be 0800 – 1700 local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

### **Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract. Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or base closures.

### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this BPA.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **Personal Services**

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this BPA. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All task order tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this BPA shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

### **Rehabilitation Act Compliance (Section 508)**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d),

and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

**Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest**

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this BPA. No specific firm is currently identified but firm may be identified during the course of BPA performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed under this BPA. The Contractor shall comply with the provisions of the BPA clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the BPA.

## **7. Personnel Requirements**

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**NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.**

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### **Personnel Qualifications – General**

All personnel working under this BPA shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### **Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of BPA task order awards. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The

Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to task orders awarded under this BPA. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this BPA, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Personnel Substitutions**

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **8. Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in the offerors FSS Schedule contract.

### **Common Access Card & ID Badges**



When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

### **Personal Identity Verification**

The Contractor shall comply with the following Personal Identity Verification clause.

#### **52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

### **9. Period of Performance**

The period of performance of this BPA is 5 years from the date of award.

### **10. Contact Information**

GSA Federal Acquisition Service

Primary

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## **11. Additional Provisions**

### **Data Rights**

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### **Limited Use of Data**

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this BPA all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of the BPA end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### **Proprietary Data**

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

## **Inspection and Acceptance**

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

## **12. On/Off Ramping**

### **12.1 ON-RAMPING**

The Government reserves the right to reopen this RFQ in order to establish additional BPAs if the GSA Contracting Officer determines it to be in the best interest of the Government to increase competition or to achieve other Government interests or requirements.

The reopening of the solicitation (onboarding) will be achieved via an amendment to the COMET BPA using FAR 8.4 procedures. It is the Government's intent to evaluate quotes received in response to the reissued/reopened BPA RFQ in accordance with the same or substantially the same evaluation factors in this original BPA RFQ; those evaluation factors and other instructions if any shall be detailed in the reissued/reopened RFQ. On-ramped offeror's quote must be rated equal to or higher than the lowest rated Contractor originally awarded a BPA.

### **12.2 OFF-RAMPING**

GSA reserves the unilateral right to off-ramp BPA holders if it is determined to be in the Government's best interests. The BPA is not a contract. Either the GSA Contracting Officer or a BPA holder may cancel the BPA upon written notice to the other party. The placement of orders under the BPAs is not guaranteed.

The cancellation of a BPA shall have no effect on a preexisting order placed under the BPA; such an order to include remaining option periods in such an order remains valid so long as the contractor's applicable GSA Schedule contract remains valid. A BPA holder's obligations under an existing order are not impacted by the cancellation of a BPA. Examples of why the Government may elect to off-ramp a BPA holder include but are not limited to the following:

1. Contractors who fail to maintain BPA awarded labor categories on the Contractor's GSASchedule.
2. Debarment, Suspension, or Ineligibility as defined in FAR Subpart 9.4.
3. Contractors who fail to consistently provide a response to task order Request for Quotes.
4. Contractors who fail to complete task order objectives.

### **13. Order Level Materials and Open Market items**

Any products, services, or labor hours offered as part of a total solution to a BPA call that are not on GSA FSS contract shall be identified as Order Level Material (OLM) items (also known as Other Direct Costs (ODCs) for non-Schedule contracts). These OLM items will be procured through the Order Level Materials SIN on Schedule 70 IAW GSAR 552.238-115 - Special Ordering Procedures for the Acquisition of Order Level Materials. COMET BPA holders be able to utilize Order Level Materials (OLM) through their Schedule 70 contract.

If the value of the OLM item exceeds 33.33% of the total task order price, or the cumulative value of order-level materials in orders against the COMET BPA (as noted by the task order Contracting Officer), the ODC items shall be documented as Open Market commercial market prices IAW FAR 8.402(f). The Government also reserves the right to procure the non-schedule products, services, or labor hours independently.

# **Blanket Purchase Agreement**

## **CIO Modernization and Enterprise Transformation (COMET) BPA**

Solicitation Number (GSA ITSS): ID16190002

ITSS Award ID: **ID16190021**

BPA Award Number: **47QDCB19A0010**

Contractor: **Vencore, Inc. dba Perspecta Engineering**

### **SCHEDULE OF ITEMS AND PRICES**

(b) (4)



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